



REPLACEMENT SHEET

200

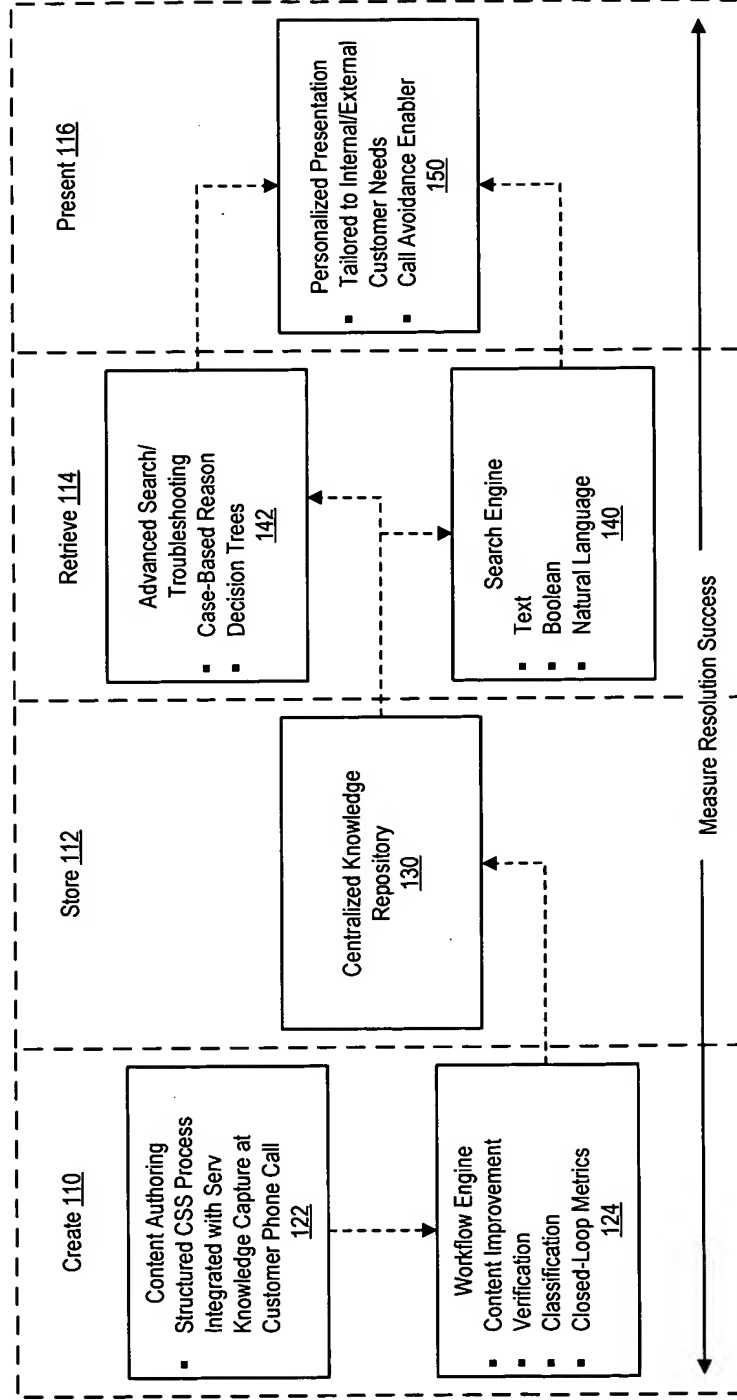


Figure 1

# REPLACEMENT SHEET

610

SNCR AUTHORIZING

Address

http://ausdsnqaweb01.us.com/SNCR/SNGateway?target=Tauthor&action=submit

Go

File 640

Step Editor 642

View 644

Workflow 646

Policy Admin 648

Edit 650

System Plastics - Broken/cracked plastics

Object is in stage: EDIT

Object is locked by: Department: SN T Team

Object ID: A877F18F962949DFA33751E&6367F651

Trees redirected to this tree:

Touchpad buttons nonfunctional (Production)

620

Read Only Tree

Check Departmental Policies Regarding Replacement of Plastics

660

This Branch is for Portables

Check for Loose Hinges

660

Figure 6A

Figure 6B

REPLACEMENT SHEET

700

710

712

714

SN DT STEP EDITOR

SN DECISION TREES

Object is in stage: Object available in EDIT workspace. Object is locked by:

Select Step Category: PORTABLE SPECIFIC

Select Step: Add Each Customer Removable Unit (CRU) Back and Check for Noise.

Step Name: Add Each Customer Removable Unit (CRU) Back and Check for Noise. Step ID: 9BA220ADED3F4AA3B5879E4EACB1EB86

Call Log: Added Each CRU Back and Checked for Noise 720 Category: PORTABLE SPECIFIC 722

Trees That Use This Step: Noise Complaint

Exceptions: None

Step Text

1. Turn off the system, disconnect it from the power source, and remove any batteries in the system.  
2. Add one of the removed Customer Removable Units (CRU) to the system.  
3. Reattach the computer to the power source.  
4. As the system boots, listen for noise created by the added component.  
5. If you do not detect noise, repeat these steps until you are unable to isolate the source of the noise or all of the CRUs have been inserted.

Edit Exit

Figure 7

# REPLACEMENT SHEET

STEPS 820 POLICY 822 SYSTEM 824 CALL LOG 826

Amount of System Memory is Lower Than What is in the System

810

800

### SYNOPSIS

Amount of System Memory is Lower Than What is in the System

Desktop/Workstation Components - Amount of system memory is lower than what is in the system

☒ Check the amount of missing memory

☐ Only 1 or 2 MB of MEM are missing

☐ More than 2 MB missing

☒ Remove all third party hardware from the system

☒ Determine if the amount of memory missing is the amount of a full memory module

☒ Restore system to original configuration

☒ Reseat the CPU, heatsink, and VRM

☒ Determine if system has SDRAM/DDR or RDRAM modules

☐ System Contains RDRAM memory

☒ Reseat the memory

### RESOURCES

- Longer Boot Time When Non Bootable USB Device is Attached
- Portables BIOS Simulations
- RSL Online
- Training and Development
- Hardware Reinstall Guides
- Authorized List of Generic Product ID Numbers

### STEP INFORMATION

Check the amount of missing memory

Check system setup to determine the amount of memory that is missing

Refer to the Online Users Guide for information on entering system setup

812

<BACK | GENERATE LOG | HOME>

Figure 8A

# REPLACEMENT SHEET

STEPS	POLICY 822	SYSTEM	CALL LOG	810	812	<BACK   GENERATE LOG   HOME>
POLICY INFORMATION						
Damage By Natural Disaster						
<BACK   GENERATE LOG   HOME>						

Figure 8B

# REPLACEMENT SHEET

help!			
STEPS	POLICY	SYSTEM 824	CALL LOG
		810	812
<BACK   GENERATE LOG   HOME>			
SYSTEM INFORMATION			
SERVICE TAG:	VT8NT		
COMPANY NUMBER:	01		
SYSTEM TYPE:	Latitude		
SHIP DATE:	18-AUG-00		
OPERATING SYSTEM:	Windows XP		
SELECT SYMPTOM			
SYMPTOM (REQUIRED)			
Desktop/Workstation Components - Amount of system memory is lower than ▼			
ALL TAB > >			
<BACK   GENERATE LOG   HOME>			

Figure 8C

REPLACEMENT SHEET

STEPS

POLICY

SYSTEM

CALL LOG 826

810

812

<BACK | GENERATE LOG | HOME>

Checked to determine the amount of missing memory on the system. More than 2MB missing Removed all third party hardware from the system. Determined if the amount of memory missing is the amount of a full memory module. Restored the system to original configuration. Reseated the CPU, heatsink, and VRM. System contains RDRAM memory Reset the memory.

Add to log:

Generate Log

<BACK | GENERATE LOG | HOME>

Figure 8D